

Joint AFRALO-AfrICANN Meeting ICANN73 Virtual Meeting

Wednesday March 09 from 18:30- 20:00 UTC

Statement

TOPIC: DNS abuse: Capacity Development for End users

We, the African ICANN Community members participating in the Virtual ICANN 73 and attending the joint AFRALO/AfrICANN meeting on March 9,2022, discussed **DNS Abuse: Capacity Development for End Users** as an important topic for AFRALO. We hereby put forward the African position in relation to DNS Abuse as it relates to ICANN. The discussion was prompted by the majority of AFRALO members following a request on the AFRALO & AfrICANN mailing lists for topics to be discussed at ICANN73”.

Following sustained awareness campaigns by ICANN ORG and the ICANN Community focusing on process and technology related DNS abuse issues, there is a need to focus on end users.

End users’ DNS abuse capacity development is important to reduce the number of victimized end users and to teach users how to report fraudulent activities affecting them online. This capacity building serves two main ends; One is the public interest as it relates to ICANN’s commitment to purpose and to act in the public interest of Internet users and the other is maintaining trust in ICANN as one major and essential player in the DNS ecosystem.

For the purpose of a DNS abuse education campaign, the definition of DNS abuse is not necessarily important. What matters is providing adequate and relevant information to end users about how to protect themselves online and teaching them how to report fraudulent activities. Successfully reporting fraudulent activities could potentially safeguard some user’s rights, but more importantly would allow ICANN and relevant security practitioners to better protect the online community.

To embark on an end user DNS abuse capacity building mission collaboration among stakeholders within and outside the ICANN ecosystem and community members is essential. The ICANN At-Large community composed of members from across the globe has a global outreach advantage not available to most stakeholders which enables internet users to be addressed through multiple languages and channels while respective various. Therefore, the AFRALO community sees an undeniable exclusive role for the At-

Large community in contributing to any end users' DNS abuse capacity development initiative.

To educate end users and raise their awareness the AFRALO community sees that ICANN needs to:

- Have the best understanding and data about DNS abuse as it relates to end users.
- Provide reliable DNS abuse information to the community and ensure Internet users have access to information that could benefit them, through different types of dissemination, which could include:
 - Sharing information through social media and ICANN's website.
 - ICANN Learn courses
 - Awareness sessions and webinars
 - Summarizing findings in reports for the community
 - Presenting at different relevant avenues
 - Publishing awareness material in relevant venues
- Create material required for end user DNS abuse education
- Help create specialized training courses that could be provided by community members
- Help create a pool of capable relevant community members and stakeholders that could provide DNS abuse awareness and education sessions to the wider Internet community.
- Listen to end users' experiences

For At-Large and the wider ICANN community to contribute to the initiative we need to:

- Put together a framework for the purpose of organizing the community and defining roles
- Collaborate with relevant parties
- Help create educational and awareness material
- Find innovative means that could help ordinary Internet users report DNS abuse incidents

In the beginning it might be difficult to measure the success of such an initiative, but as we go along, we could learn means to identify the contribution of the program to users' online safety as well as its impact on reporting abuse.